

# Wait List-Frequently Asked Questions

## What is a waitlist?

*A waitlist is a list that keeps track of students who are waiting for an available seat to open up in a class that is full.*

## What is required to be eligible for a waitlist?

*Students must meet all prerequisites in order to add to a waitlist.*

## Do all courses have the waitlist option available?

*No, specific courses that have special restrictions or are part of learning communities will not be available for waitlist. Other courses that are not available for waitlist include open-entry/open-exit courses and courses taken concurrently to meet the prerequisite requirement. Co-requisite and cross-list courses are also not available for waitlist.*

## How do students get on a waitlist?

*If a student attempts to register for a class that is full, they will encounter a waitlist registration message. If the course has a waitlist option and there are spaces on the waitlist, a student can use the drop down menu to join the waitlist and then click submit changes.*

See Below:

To add a class, enter the Course Reference Number in the Add Classes section. To drop a class, use the options available in the Action pull-down list.

To finish registration, please click on the 'Complete Registration and Pay' option at the bottom of the page.

Use course information to look up textbook requirements on the [SCC Bookstore site](#) by department, course and section number. This is to help students make financial decisions (cost of textbooks) when selecting courses for the semester. This is required under the new HEOA Textbook Requirements.

For information on joining a waitlist, please review the [Waitlist FAQ](#).

**Registration Add Errors**

Status	Action	CRN	Subj	Crse	Sec	Level	Cred	Grade	Mode	Title
Closed-Select Waitlist from the drop down menu to join Waitlist. 0 student(s) currently waitlisted.	<input type="button" value="None"/> <input type="button" value="None"/> <input type="button" value="Waitlist/Waitlisted"/>	80271	ART	001	0	Undergraduate	3.000	Standard	Letter	Art History

Add Classes Worksheet

CRNs

Current Schedule

Status	Action	CRN	Subj	Crse	Sec	Level	Cred	Grade	Mode	Title
Waitlist/Waitlisted on Jun 09, 2020	None	80271	ART	001	0	Undergraduate	0.000	Standard	Letter	Art History

Total Credit Hours: 0.000  
 Billing Hours: 0.000  
 Minimum Hours: 0.000  
 Maximum Hours: 20.000  
 Date: Jun 09, 2020 09:13 am

Add Classes Worksheet

CRNs



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## How do students know what position they are on the waitlist?

*When a student originally encounters the waitlist registration message that the class is closed they will see the number of students currently on the waitlist prior to waitlisting for the course. Students can also view their waitlist position by looking at their student detail schedule.*

## What happens when a seat becomes available in a class that is full?

*When an open seat becomes available, the first student on the waitlist will receive a notification email to their preferred email account. Waitlists are first come first served. Ex: If two seats open up then the top two students on the list will be notified. The email informs student that they have 48 hours from the time the email was sent to register for the course. Registration instructions are included within the body of the email.*

### Email Example:

From: donotreplya&r@solano.edu  
To:  
CC:  
Subject: Waitlist Notification for 80271

Dear Miguel,

You have been moved to the top of the waitlist for Fall 2020, CRN 80271, Art 001, and there is now an open space in the class.\*\*You must register within 48 hours from the time this email was sent.\*\* Failure to register in the 48 hour timeframe will result in the student being dropped from the waitlist. Students dropped from the waitlist will not retain their original place on the waitlist if they choose to re-add themselves to the waitlist. If you are no longer interested in being waitlisted for this course, please drop yourself from the waitlist.

Steps for Registering from the Waitlist:

1. Go to <https://my.solano.edu>
2. Log into My Solano
3. Click the Student link
4. Click Add or Drop Classes
5. Select Term and Click Submit
6. In the action drop down button next to the waitlisted course, select "Register/Registered" then click on " Submit Changes"
7. When you see "Register/Registered" and the date next to the course, this means you are registered in the course.
8. At the bottom of the screen click "Complete Registration and Pay Fees" to complete your registration transaction.

Steps for Dropping from the Waitlist:

1. Go to <https://my.solano.edu>
2. Log into MySolano
3. Click the Student Tab
4. Click on Add or Drop Classes
5. In the action drop down button next to the waitlisted course, select "Drop/Dropped."
6. Click the "Submit Changes" button and the CRN will disappear from your registration record. This means you have dropped from the waitlist.

Do not reply to this automated email. For further information go to <http://www.solano.edu/ssbclassfinder/WaitlistFAQ110619.pdf> Contact Admissions and Records by phone at (707) 864- 7171 or by email at [admissions@solano.edu](mailto:admissions@solano.edu)

## What email address is the waitlist notification email sent to?

*The waitlist notification email is sent to your preferred email address on file. It is the student's responsibility to check their email. If a student has a SCC Student email and chooses to have their student email forwarded to their personal email, it is the student's responsibility to ensure that the forwarded address is correct and that the [donotreplya&r@solano.edu](mailto:donotreplya&r@solano.edu) is not blocked by the external email provider's spam filters.*



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**“I received the email notification that a seat was open in the class I am waitlisted for but I didn’t register in the 48 hour time frame when the email notification was sent.” “How come I can’t register for the class?”**

*If you do not register within 48 hours from the time the email notification was sent informing you of an open seat, you will be dropped from the waitlist. If you choose to re-add to the waitlist, you will lose your original place on the waitlist. Please remember to check your email frequently.*

**Will My Solano automatically register a student for a class once the student is notified of an open seat?**

*No, the student must log in to their My Solano account and change their waitlisted status from “Waitlisted” to “Register/Registered.” Instructions for adding from the waitlist are given in the waitlist notification email.*

**Why am I seeing a “Repeat Count” error message when I add a class?**

1. *You’ve taken the class and passed with a “C” or better.*
2. *You’ve already taken the class twice, which now requires a repeat petition.*
3. *You’ve already registered for the class in a different semester/term.*

*When you receive this error, please contact the Admissions & Records Office during regular business hours.*

**What if the student has a hold on their account?**

*If a student has a hold on their account, the hold will need to be cleared before any registration transactions can take place.*

**“I did not receive a notification email regarding an open seat for the class and it is now the first day of class. What do I need to do?”**

*Attend the first day of class and ask if the instructor is allowing additional students to add the class. Instructors will add students based on the waitlist position if seats are available.*



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## “I do not want to be waitlisted for the course I’m currently waitlisted for.” “What do I do?”

Please drop yourself from the waitlist. A student may drop from the waitlist at any time. Once you drop from the waitlist, the waitlisted course will no longer appear in your registration. To Drop from the waitlist, log into your My Solano account, click the student tab, click add or drop classes, then find the waitlisted course you wish to drop and select “Drop/Dropped” in the drop down action menu next to the course and then click submit changes.

See Below:

### Current Schedule

Status	Action	CRN	Subj	Crse	Sec	Level	Cred	Grade	Mode	Title
Register/Registered on Jun 08, 2020	None	60311	ACCT	001	0	Undergraduate	4.000	Standard Letter		Principles of Accounting - Financial
Waitlist/Waitlisted on Jun 10, 2020	None	60006	ASTR	010	0	Undergraduate	0.000	Standard Letter		General Astronomy

Total Credit Hours: 4.000  
Billing Hours: 4.000  
Minimum Hours: 0.000  
Maximum Hours: 12.000  
Date: Jun 11, 2020 09:03 am

### Add Classes Worksheet

#### CRNs

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Status	Action	CRN	Subj	Crse	Sec	Level	Cred	Grade	Mode	Title
Register/Registered on Jun 08, 2020	None	60311	ACCT	001	0	Undergraduate	4.000	Standard Letter		Principles of Accounting - Financial

Total Credit Hours: 4.000  
Billing Hours: 4.000  
Minimum Hours: 0.000  
Maximum Hours: 12.000  
Date: Jun 11, 2020 09:23 am

## “I need additional assistance and have questions regarding the waitlist process, what should I do?”

Please contact the Admissions and Records Office by phone (707)-864-7171 or email [admissions@solano.edu](mailto:admissions@solano.edu).